

Bell Atlantic
1300 I Street N.W.
Suite 400W
Washington, DC 20005

Fran Folgner
Staff Manager - Federal Regulatory Filings
(202) 336-7890
Fax (202) 336-7858



March 31, 2000

Mr. Dale Hatfield
Chief - Office of Engineering and Technology
Federal Communications Commission
445 12th Street, SW
Room 7-C155
Washington, DC 20554

Re: Final Service Outage Report

Dear Mr. Hatfield:

In accordance with the requirements in CC Docket 91-273, enclosed is the Final Service Disruption Report for the Bell Atlantic service outage that occurred on March 1, 2000 affecting southeastern Pennsylvania and northern Delaware.

Please call me if you have any questions about this report or other service outage issues.

Sincerely,

A handwritten signature in cursive script that reads "Fran Folgner".

Enclosure

cc: R. Kimball
K. Nilsson

BELL ATLANTIC – PENNSYLVANIA
FCC NETWORK DISRUPTION
FINAL SERVICE DISRUPTION REPORT

This Final Service Disruption Report is filed by Bell Atlantic on behalf of its telephone operating company, Bell Atlantic-Pennsylvania (BA-PA), in accordance with Section 63.100 of the Commission's Rules in the Second Report and Order in CC Docket 91-273, 9 FCC Rcd 3911 (1994), as revised by the Order on Reconsideration, released October 30, 1995, 10 FCC Rcd 11764 (1995). Bell Atlantic filed an Initial Report on March 1, 2000 notifying the Commission of an outage that occurred on that day affecting Southeastern Pennsylvania and Northern Delaware.

On Wednesday, March 1 at 09:20 AM, an Optical Carrier (OC48) between Pennypacker, PA (PHLAPAPEDS0) and Wilmington, DE (WLMGDEWLDS0) failed when a contractor for Delaware's Department Of Transportation (DOT) damaged two fiber cables. Before working on the highway, the contractor made, a "Miss Utility" locate request for the west side of the highway, but did not indicate they planned a cross bore under the highway. The damaged cables were located under the highway approximately 8 miles from the Chester Heights, PA (CHTTPACTDS0) Central Office (CO). The OC48 system has a diverse fiber route, but an unresolved trouble on the standby side prevented the system from switching to protect. With assistance from Tier II/TTS (Transport Technical Support), the system was moved to a spare pair in the damaged cable and service was restored at approximately 10:35 AM on March 1.

Immediately following the outage, the Network Control Center (NCC) for Transport Maintenance (TM) coordinated with Tier II support to have the trouble on the protect side resolved during safe time on March 2. The fiber crew was contacted to locate and repair the damaged cable.

Date of Incident:

Wednesday, March 1, 2000

Time of Incident:

09:20 AM

Duration of Outage:

1 Hour, 15 Minutes.

Geographic Area Affected:

Southeastern Pennsylvania

Estimated Number of Customers Affected:

This outage affected the equivalent of approximately 58,300 access lines.

Type of Services Affected:

This outage affected switched interLATA and intraLATA calls as well as various private line and Special Access services.

Estimated Number of Blocked Calls:

BA-PA estimates that approximately 153,700 calls were blocked by this outage.

Cause of the Incident, Including Name and Type of Equipment Involved and Specific Part(s) of the Network Affected:

Root Cause Analysis:

Direct Cause: A contractor for the Delaware State DOT damaged two fiber cables.

- Affected Element: OC48 system consisting of 45 T3's failed.

Outage Cause: Due to an unresolved problem on the protect side, the OC48 system could not switch.

Duration Cause: Spare pairs had to be located and tested.

Root Cause Finding:

This outage resulted from the failure to correct the problem on the protect channel in a timely manner. The contractor's failure to request a complete mark out from Bell Atlantic for their construction area triggered this outage.

Methods Used to Restore Service:

After spare pairs were located in the damaged cable, technicians in Wilmington, DE and Chester Heights, PA Central Offices had to change the system to new fiber pairs.

Current or Proposed Company Practices Related to this Outage:

Bell Atlantic has implemented daily distribution of a Simplex System Report to NOC Field Teams, for immediate resolution of pending trouble conditions. Exception items will be noted and escalated. Bell Atlantic, through "Miss Utility", currently has published literature such as information brochures, copies of the laws and color code cards, available for contractors and the general public. This information may be requested, free of charge, with a call to "Miss Utility."

Network Reliability Council "Best Practices" That Relate To This Incident:

The following "Best Practice" recommended by the FCC's Network Reliability Council's publication, June 1993, *A Report to the Nation*, applies to this outage: Section A, Paragraph 6.1.1, Best Practices To Prevent Fiber Cable Damage Caused By Digging. The recommendation is "adherence to industry standards," for burying cable and "contractor awareness" which can include published literature and announcements by facility owners to educate excavators and contractors.

Describe How The NRC Recommendation(s) Could Have Prevented This Outage:

Bell Atlantic did adhere to the NRC recommendations with a detailed MOP, however the subcontractor neglected to follow this procedure in its entirety.

Steps Taken to Prevent Recurrence:

1. Bell Atlantic has implemented daily distribution of a Simplex System Report to NOC Field Teams, for immediate resolution of pending trouble conditions. Exception items will be noted and escalated.
2. An authorized Bell Atlantic representative has made contact with the responsible contractor to discuss this failure.

00-28

**BELL ATLANTIC
FCC NETWORK DISRUPTION
INITIAL REPORT****TICKET #: 8FP-PX0**

- PA, DEL*
-
1. **DATE AND TIME OF INCIDENT:** 03/01/2000 09:20:00 AM
2. **GEOGRAPHIC AREA AFFECTED:** wilmington, pennypacker and surrounding areas
-
3. **MAXIMUM NUMBER OF CUSTOMERS AFFECTED:** unknown at this time
-
4. **TYPE OF SERVICES AFFECTED:**
- ☐ EMERGENCY-SERVICE ☒ INTERLATA ☐ OTHER
- ☒ INTRALATA ☒ 800 SERVICES
-
5. **DURATION OF OUTAGE:** 01:15:00
-
6. **ESTIMATED NUMBER OF BLOCKED CALLS:** to be determined
-
- 7A. **TYPE EQUIPMENT:** Fiber - Sonet Equipment **VENDOR:**
- 7B. **APPARENT OR KNOWN CAUSE OF INCIDENT:**
Hardware trouble-bad fiber
-
8. **METHOD USED TO RESTORE SERVICE:**
replaced fiber
-
9. **STEPS TAKEN TO PREVENT RECURRENCE:**
to be determined at root cause analysis

Pursuant to Section 0.459 (b) of the Commission Rules, and for reason set forth below,
confidentiality is requested for items:

Reason for confidentiality:

☐ A Request to supplement the showing requested by section 0.459 (b) is hereby made and will be
submitted expeditiously.

Request Supplement:

DATE AND TIME OF REPORT: 03/01/2000 01:49:41 PM

CONTACT AND TELEPHONE #: Fran Folger 202-336-7890

NOTE: Retention period is 6 Years